

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Kansas Gun Drilling Inc

Mid-America Manufacturing Technology Center

Kansas Gun Drilling - Quality Certification Builds Competitive Edge

Client Profile:

Kansas Gun Drilling, located in Wichita, Kansas, manufactures precision turned, machined and gun-drilled parts. Floyd and Sharon Walker started the company in 1985. They began supplying the aerospace industry and Cessna with machined parts. The company currently employs 8 people.

Situation:

In 2000, Cessna began a five-year process of fully adopting criteria based on the Malcolm Baldrige National Quality Award, a proven and nationally recognized quality standard. When Cessna announced to their suppliers that they would be required to complete the Baldrige self-assessment, the Walkers had no choice but to proceed. However, the Walkers saw the process not as increased pressure, but as an opportunity to strengthen their relationship with Cessna and win more business. To complete the self-assessment, Kansas Gun Drilling was required to complete and present a detailed, 50-page assessment application to an approved third party organization. Cessna recommended they contact the Mid-America Manufacturing Technology Center (MAMTC), a NIST MEP affiliate, for help.

Solution:

Elaine Hanna, regional director of MAMTC's Wichita office, served as a Baldrige examiner from 1994-95. Examiners are performance management systems experts selected by Baldrige to review applications and give companies feedback on how well they were able to address the criteria and on areas for improvement. Hanna put together a group of six companies who needed to write their Baldrige materials. The group met weekly. In addition, Hanna began coming to the Kansas Gun Drilling office to provide more intensive, one-on-one guidance. Hanna helped the Walkers streamline the process and develop a detailed methodology to show improvement from year to year.

Kansas Gun Drilling completed the assessment in nearly three months and passed with a very good score. The company estimated that it improved by 35 percent to 45 percent during the first assessment. Geared up from the Baldrige self-assessment, the Walkers were prepared when Cessna announced that it would require AS9100 Certification to its suppliers. AS9100 is the first international quality system standard for the aerospace industry. It focuses on ensuring customer satisfaction by having aerospace manufacturers produce world-class quality products at the lowest possible cost. AS9100 standardized the quality system requirements and eliminates unique requirements. This translates into savings for both vendors and contractors.

MAMTC's Brian Blumberg helped the company attain a KIR grant to help defray some of the cost of getting all employees AS9100 certified. Blumberg then helped the company through the AS9100 process to attain full certification. Having completed the Baldrige self-assessment, Kansas Gun Drilling was uniquely prepared to tackle AS9100 certification. AS9100 Certification gave Kansas Gun Drilling a competitive advantage over other machine shops. They attracted a large new customer and now receive more calls and requests for quotes from out of state. It has also helped them keep a steady work flow, even when business from Cessna experiences shutdowns. Kansas Gun Drilling,

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with a continuous improvement plan in place, estimates increased sales of \$350,000.

Results:

- * Estimated increased sales of \$350,000.
- * Attained AS9100 Certification.
- * Implemented a continuous improvement plan.
- * Attracted new clients.
- * Improved work flow.

Testimonial:

"AS9100 certification has definitely helped business. As soon as we got AS9100 certified, we picked up a big customer. We get more calls and requests for quotes from out of state now. People call us all the time because of our certification."

Sharon Walker, Owner